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Resolution Awarding Service Contract to Transdev Services, Inc. for the Management and Operations of Transit Services Provided by the Greensboro Transit Authority

Department: Transportation  
Council District: Citywide

Public Hearing: N/A  
Advertising Date/By: N/A

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**PURPOSE:**

The current City contract to provide on-going management and operation of the GTA Fixed Route, Higher Education Area Transit (HEAT), and ADA Complementary Paratransit services for the Greensboro community is set to expire on June 30, 2017. A new service contract needs to be awarded in order to maintain continuity of transit services in Greensboro.

**BACKGROUND:**

Currently, the City/GTA has a three year contract, with two one year options, with Transdev Services, Inc. for the management and operations of transit services provided by the Greensboro Transit Authority. That contract expires June 30, 2017. The City/GTA initiated a Request for Proposal (RFP) process on October 26, 2016. The term of the new contract period begins July 1, 2017 and ends June 30, 2020, with two one year options. The RFP calls for a “full service” contract, in which the contractor would provide the following: manage, train and supervise the GTA contracted employees; operate and maintain the vehicles; provide dispatch services; staff the customer service call center; provide the ADA paratransit reservations services; maintain the transit amenities and facilities; and other tasks necessary to operate the GTA transit system. The RFP indicated that the work performed under the contract would be paid on an hourly rate per revenue hour for Fixed Route and HEAT

transit services, and by a rate per ADA Paratransit trip.

The RFP process was conducted in full compliance with the FTA Circular 4220.1F requirements for “Third Party Contracting.” Each proposer submitted a Technical Proposal and a Price Proposal. The Technical Proposal was rated based upon a maximum total score of 100 points or 100 weighted points. The Price Proposal was rated based upon a maximum total score of 100 points or 100 weighted points. It should be noted that the RFP was designed to enable the City/GTA to select the proposer that provided the “Best Value” through the competitive procurement process.

An Evaluation and Selection Committee (Committee) was established that consisted of eight (8) members including representatives from the GTA Board, Transportation Departments, PART, and GTA’s Planning Consultant’ Dan Boyles Associates. The GDOT Director served as the Committee Chairperson and the Contracting Officer for the procurement.

The proposers' Technical and Price Proposals were received by the City/GTA on January 27, 2017. The City received proposals from First Transit, Inc., McDonald Transit Associates, Inc., Keolis Transit Services, LLC and the incumbent contractor Transdev Service Inc. The Committee conducted oral interviews with the four proposers on February 7, 2017 in order to address questions and deficiencies in their proposals. The City/GTA received the Best and Final Offers (BAFOs) on February 14, 2017.

On February 15, 2017 and February 24, 2017, the Evaluation and Selection Committee met to evaluate all proposals. Prior to these meetings, each committee member performed individual assessments of the proposals, and at these meetings, they discussed their individual assessments.

The Committee, pursuant to the RFP, focused on “Best Value” rather than low bid, and evaluated the proposed costs in relation to the quality and level of service provided. The qualifications of the proposers and the proposed staffing levels, the proposed operating methodology, and the proposed cost component were considered in evaluating cost effectiveness. Following the review by the Committee of the Technical and Price Proposals, Interviews and BAFOs, the eight (8) committee members in a secret ballot rated each proposal by the individual criteria of the RFP.

After reviewing the total weighted scores, the Committee agreed unanimously that the scoring reflected their consensus of the most advantageous proposal for the City of Greensboro. At the March 15, 2017 GTA Board meeting, the GTA Board approved recommending to City Council, to award the contract for the Management and Operation of Transit Services to Transdev Services, Inc.

**BUDGET IMPACT:**

The five year total contract costs are projected to be as follows:

Year 1	July 1, 2017 - June 30, 2018	\$17,531,954
Year 2	July 1, 2018 - June 30, 2019	\$18,464,336
Year 3	July 1, 2019 - June 30, 2020	\$19,365,705
Year 4	July 1, 2020 - June 30, 2021	\$20,288,813
Year 5	July 1, 2021 - June 30, 2022	\$21,183,562

The proposed FY 2017-18 Budget for Transit Operations will include the funds to support Year 1 expenses. Funds must be appropriated annually to support the management and operations of the Greensboro Transit Authority.

**RECOMMENDATION / ACTION REQUESTED:**

Staff recommends and requests City Council approve the resolution awarding the service contract to Transdev Services, Inc., for the Management and Operation of Transit Services for the Greensboro Transit Authority beginning July 1, 2017 through June 30, 2020, with two one-year options.